



Federal Communications Commission
Washington, D.C. 20554

JAN 18 1995

95-04575
9500161

The Honorable Cardiss Collins
U.S. House of Representatives
2308 Rayburn House Office Building
Washington, D.C. 20515

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DOCKET FILE COPY ORIGINAL

Dear Congresswoman Collins:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

The Commission's recent action to strengthen our rules in this area came after Commission staff saw an increase in the number of consumer complaints about this practice. The staff was especially concerned about the number of complaints concerning documents that looked like sweepstakes entry forms, for example, but which were in fact Letters Of Agency, authorizing a change in the carrier's long distance carrier. The Commission's Notice of Proposed Rulemaking suggests a requirement that Letters Of Agency clearly state their purpose and not include other inducements on that same page.

You also suggest that the Commission consider proposing a rule that will allow customers whose service has been changed without authorization to be relieved of responsibility for charges billed by the unauthorized carrier. The Commission shares your concern about the effect of slamming on consumers and we are seeking comment on this issue in the Notice of Proposed Rulemaking cited above.

The Commission appreciates your taking the time to express your concerns about this issue. We are including your letter in the file in this proceeding so that full consideration can be given to your views.

Sincerely,

Kathleen M.H. Wallman
Chief, Common Carrier Bureau

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Federal Communications Commission
Washington, D.C. 20554

JAN 31 1995

95-04570
9500161

The Honorable Jerry Costello
U.S. House of Representatives
2454 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Costello:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Sincerely,

Kathleen M. H. Wallman

Kathleen M.H. Wallman
Chief, Common Carrier Bureau



Federal Communications Commission
Washington, D.C. 20554

JAN 11 1995

95-04576
9500161

The Honorable Richard Durbin
U.S. House of Representatives
2463 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Durbin:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Kathleen M. H. Wallman

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Chief, Common Carrier Bureau



Federal Communications Commission
Washington, D.C. 20554

JAN 31 1995

95-04573
450061

The Honorable Dennis Hastert
U.S. House of Representatives
2453 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Hastert:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Federal Communications Commission
Washington, D.C. 20554

JAN 31 1995

95-04578
9500/61

The Honorable William Lipinski
U.S. House of Representatives
1501 Longworth House Office Building
Washington, D.C. 20515

Dear Congressman Lipinski:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Federal Communications Commission
Washington, D.C. 20554

JAN 8 1 1995

95-04579
4500161

The Honorable Sidney Yates
U.S. House of Representatives
2109 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Yates:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Federal Communications Commission
Washington, D.C. 20554

JAN 3 1 1995

95-04572
9500161

The Honorable Mel Reynolds
U.S. House of Representatives
312 Cannon House Office Building
Washington, D.C. 20515

Dear Congressman Reynolds:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Federal Communications Commission
Washington, D.C. 20554

JAN 17 1995

95-04577
4500/61

The Honorable Luis Gutierrez
U.S. House of Representatives
408 Cannon House Office Building
Washington, D.C. 20515

Dear Congressman Gutierrez:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Federal Communications Commission
Washington, D.C. 20554

JAN 31 1995

95-04574
9500161

The Honorable Paul Simon
United States Senate
462 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Simon:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Chief, Common Carrier Bureau



Federal Communications Commission
Washington, D.C. 20554

JAN 8 1 1995

TC-95-04571
9500161

The Honorable Lane Evans
U.S. House of Representatives
2335 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Evans:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Federal Communications Commission
Washington, D.C. 20554

JAN 8 1 1995

IC-95-04569
9500161

The Honorable Carol Moseley-Braun
United States Senate
320 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Moseley-Braun:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

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Federal Communications Commission
Washington, D.C. 20554

JAN 5 1 235

95-04458

9500161

The Honorable Glenn Poshard
U.S. House of Representatives
2334 Rayburn House Office Building
Washington, D.C. 20515-1319

Dear Congressman Poshard:

Thank you for your January 12, 1995 letter urging the Commission to take action against slamming, the practice of changing a customer's long distance telephone service without the customer's knowledge or approval. You also express support for the Commission's recent proposal to address this problem (CC Docket No. 94-129).

The Commission's recent action to strengthen our rules in this area came after Commission staff saw an increase in the number of consumer complaints about this practice. The staff was especially concerned about the number of complaints concerning documents that looked like sweepstakes entry forms, for example, but which were in fact Letters Of Agency, authorizing a change in the carrier's long distance carrier. The Commission's Notice of Proposed Rulemaking suggests a requirement that Letters Of Agency clearly state their purpose and not include other inducements on that same page.

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Kathleen M. H. Wallman

Kathleen M.H. Wallman
Chief, Common Carrier Bureau

GLENN POSHARD
19TH DISTRICT, ILLINOIS

10. ANON HOUSE OFFICE BUILDING
(202) 225-5201

COMMITTEES:

PUBLIC WORKS AND
TRANSPORTATION
SMALL BUSINESS

Congress of the United States
House of Representatives
Washington, DC 20515-1319

January 12, 1995

Chairman Reed Hundt
Federal Communications Commission
Office of the Chairman
1919 M Street, NW
Washington, DC 20554

95004571

95004459

DISTRICT OFFICES:

NEW ROUTE 13 WEST
MARION, IL 62959
(618) 993-8532

201 EAST NOLEN STREET
WEST FRANKFORT, IL 62896
(618) 937-6402

363 SOUTH MAIN STREET
DECATUR, IL 62523
(217) 362-9011

600 AIRPORT ROAD
MATTOON, IL 61938
(217) 234-7032

444 SOUTH WILLOW STREET
EFFINGHAM, IL 62401
(217) 342-7220

P.O. Box 838
801 WEST 9TH STREET
MT. CARMEL, IL 62863
(618) 262-7723

CCB
9/1-64
PV
REH

161

Dear Chairman Hundt:

As members of the Illinois Congressional Delegation, we write to urge the Federal Communications Commission (FCC) to take action against the practice of changing a customer's long-distance telephone service without the customer's knowledge or approval by competing long-distance telephone carriers. Many of our constituents have recently contacted us about this terrible practice which is often referred to as "slamming" or "telemarketing slamming."

Each year thousands of customers of long-distance telephone service are victims of the costly practice of "slamming." We are concerned that many of these customers often continue to receive unauthorized long-distance service for months and even years without their knowing. We believe many small and large long-distance telephone carriers are taking advantage of our nation's highly competitive telecommunications market in order to secure larger profit margins. Though we understand telephone companies are in the telecommunications business to make money, these companies are also expected to provide quality, affordable, and especially honest service to their customers.


We are equally concerned that many long-distance customers that have experienced this unauthorized switch in their service are forced to pay for services they did not order or knowingly approve. Often the new long-distance services these customers have been switched to have much higher rates than their original carrier had. We suggest the FCC examine the possibility of proposing a rule that will allow victims of "slamming" to forfeit responsibility for charges billed by the long-distance company which switched their service without proper authorization.

In closing, we would like to express our support for the proposed rules under consideration by the FCC regarding the practice of "slamming" (CC Docket No. 94-129). These rules would be a sound beginning to curbing this practice by both small and large long-distance carriers. The FCC must continue its efforts through these and future proposed rules to protect our nation's telecommunications customers.

We would appreciate any attention you can give this very serious issue. If we may be of assistance to you on this or any other matter, please feel free to contact any of us or Darin Johnson, Legislative Assistant to Congressman Poshard, at 225-5201.

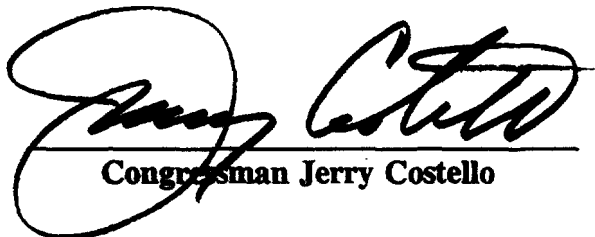
Sincerely,


Senator Carol Moseley-Braun


Senator Paul Simon


Congressman Glenn Poshard


Congresswoman Cardiss Collins



Congressman Jerry Costello

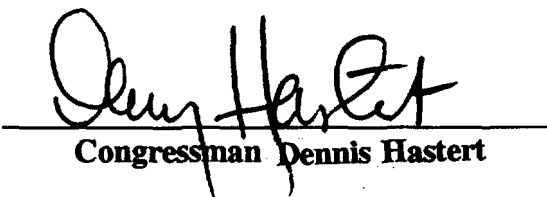

Congressman Richard Durbin

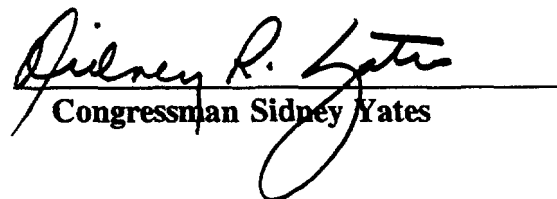

Congressman Lane Evans


Congressman Luis Gutierrez


Congressman Mel Reynolds


Congressman William Lipinski


Congressman Dennis Hastert


Congressman Sidney Yates